

Standard	Description	Ref	2013/14	2014/15	2015/16	Current year 2016/17			Service Level
			Actual Outcome	Actual Outcome	Audited Outcome 2015/16	Original Budget 2016/17	Adjusted Budget 2016/17	Full Year Forecast 2016/17	
Solid Waste Removal									
Premise based removal (Residential Frequency)			weekly	Weekly	Weekly	100,779,878	100,779,878	100,779,878	
Premise based removal (Business Frequency)			Daily	Daily	Daily	All inclusive in above		All inclusive in above	
Bulk Removal (Frequency)			Daily	Daily	Daily	All inclusive in above		All inclusive in above	
Removal Bags provided(Yes/No)			Yes	Yes	Yes	All inclusive in above		All inclusive in above	
Garden refuse removal Included (Yes/No)			Yes	Yes	Yes	All inclusive in above		All inclusive in above	
Street Cleaning Frequency in CBD			Daily	Daily	Daily	All inclusive in above		All inclusive in above	
Street Cleaning Frequency in areas excluding CBD			weekly	Weekly	Weekly	All inclusive in above		All inclusive in above	
How soon are public areas cleaned after events (24hours/48hours/longer)			24 hours	24 hours	24 hours	All inclusive in above		All inclusive in above	
Cleaning of illegal dumping (24hours/48hours/longer)			Longer	Longer		All inclusive in above		All inclusive in above	
Recycling or environmentally friendly practices(Yes/No)			Yes	Yes	Yes	All inclusive in above		All inclusive in above	
Licensed landfill site(Yes/No)		3,300,000.00	Yes	Yes	Yes	All inclusive in above		All inclusive in above	
Water Service									
Water Quality rating (Blue/Green/Brown/NO drop)			Blue drop	Blue drop	Blue drop	Blue drop	Blue drop	Blue drop	
Is free water available to all? (All/only to the indigent consumers)			Only indigent	Only indigent	Only indigent	Only indigent	Only indigent	Only indigent	
Frequency of meter reading? (per month, per year)			Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	
Are estimated consumption calculated on actual consumption over (two month/s/three month/s/longer period)									
On average for how long does the municipality use estimates before reverting back to actual readings? (months)									
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)									
One service connection affected (number of hours)			>24hrs	6hrs					
Up to 5 service connection affected (number of hours)			6hrs						
Up to 20 service connection affected (number of hours)			6hrs						
Feeder pipe larger than 800mm (number of hours)			12hrs						
What is the average minimum water flow in your municipality?									
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)			Yes						
How long does it take to replace faulty water meters? (days)			48hrs						
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)			Yes						
Electricity Service									
What is your electricity availability percentage on average per month?									
Do your municipality have a ripple control in place that is operational? (Yes/No)			yes						
How much do you estimate is the cost saving in utilizing the ripple control system?			60 000 000						
What is the frequency of meters being read? (per month, per year)			month						
Are estimated consumption calculated at consumption over (two month/s/three month/s/longer period)			three month						
On average for how long does the municipality use estimates before reverting back to actual readings? (months)									
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)			immediately						
Are accounts normally calculated on actual readings? (Yes/no)			yes						
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)			no						
How long does it take to replace faulty meters? (days)			1 day						
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)			no						
How effective is the action plan in curbing line losses? (Good/Bad)									
How soon does the municipality provide a quotation to a customer upon a written request? (days)			18 day						18 day
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)			18 day						18 day
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)			1 day						1 day
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)			18 day						18 day
Sewerage Service									
Are your purification system effective enough to put water back in to the system after purification?			No						
To what extend do you subsidize your indigent consumers?									
How long does it take to restore sewerage breakages on average			100%		100%		100%		100%
Severe overflow? (hours)			6hrs		6hrs		6hrs		6hrs
Sewer blocked pipes: Large pipes? (Hours)			>24hrs		>24hrs		>24hrs		>24hrs
Sewer blocked pipes: Small pipes? (Hours)			>24hrs		>24hrs		>24hrs		>24hrs
Spillage clean-up? (hours)			>24hrs		>24hrs		>24hrs		>24hrs
Replacement of manhole covers? (Hours)			>24hrs		>24hrs		>24hrs		>24hrs

Road Infrastructure Services							
Time taken to repair a single pothole on a major road? (Hours)	2	2	2	2	2	2	2
Time taken to repair a single pothole on a minor road? (Hours)	1	1	1	1	1	1	1
Time taken to repair a road following an open trench service crossing? (Hours)	4	4	4	4	4	4	4
Time taken to repair walkways? (Hours)	2	2	2	2	2	2	2
Property valuations							
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Three months	Three months	Three months	Three months	Three months	Three months	Three months
Do you have any special rating properties? (Yes/No)	No	No	No	No	No	No	No
Financial Management							
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)	Decrease	Decrease	Increase	Decrease	Decrease	Decrease	
Are the financial statement outsourced? (Yes/No)	Yes	No	No	No	No	No	
Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?							
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days	30 Days	30 Days	30 Days	30 Days	30 Days	
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Partially	Partially	Partially	Partially	Partially	Partially	
Administration							
Reaction time on enquiries and requests?	immediately	immediately	immediately	immediately	immediately	immediately	
Time to respond to a verbal customer enquiry or request? (working days)	immediately	immediately	immediately	immediately	immediately	immediately	
Time to respond to a written customer enquiry or request? (working days)	3days	3days	3days	3days	3days	3days	
Time to resolve a customer enquiry or request? (working days)	48hrs	48hrs	48hrs	48hrs	48hrs	48hrs	
What percentage of calls are not answered? (5%,10% or more)	>5%	>5%	>5%	>5%	>5%	>5%	
How long does it take to respond to voice mails? (hours)	immediately	immediately	immediately	immediately	immediately	immediately	
Does the municipality have control over locked enquiries? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	
Is there a reduction in the number of complaints or not? (Yes/No)	No	No	No	No	No	No	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)							
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?							
Community safety and licensing services							
How long does it take to register a vehicle? (minutes)							
How long does it take to renew a vehicle license? (minutes)							
How long does it take to issue a duplicate registration certificate vehicle? (minutes)							
How long does it take to de-register a vehicle? (minutes)							
How long does it take to renew a drivers license? (minutes)							
What is the average reaction time of the fire service to an incident? (minutes)							
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)							
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)							
Economic development							
How many economic development projects does the municipality drive?							
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?							
What percentage of the projects have created sustainable job security?							
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)							
Other Service delivery and communication							
Is a information package handed to the new customer? (Yes/No)							
Does the municipality have training or information sessions to inform the community? (Yes/No)							
Are customers treated in a professional and humanly manner? (Yes/No)							